

Serial No. 09/676,584
Response to Non-Final Office Action
Mailed November 15, 2006
Response dated February 14, 2007

Filing Date: September 29, 2000

Amendments to the Claims:

The listing of Claims will replace all prior versions and listings of the Claims in the application:

Listing of Claims

1. – 18. (Canceled)

19. (Currently Amended) An operations architecture for a netcentric computing

system, comprising:

a server connected with a client;

a software distribution tool executable with said server to provide ing
automated delivery to, and installation of, an application on said server or said client;

a configuration and asset management tool executable with said server to for
manage ing a plurality of predetermined assets connected with said netcentric computing
system;

a fault management and recovery management tool executable with said server to
for assist ing in the diagnosis and correction of a plurality of system faults in said
netcentric computing system;

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a capacity planning tool executable with said server to ~~for~~ monitor ~~ing~~ a plurality
of predetermined system usage levels in said netcentric computing system;

a performance management tool executable with said server to ~~for~~ monitoring ~~the~~
performance of applications running on said netcentric computing system;

a license management tool executable with said server to ~~for~~ manage ~~ing~~ and
~~control ing~~ license information for applications running on said netcentric computing
system;

a remote management tool executable with said server to allow ~~ing~~ support
personnel from said netcentric computing system to take control of said client;

a event management tool executable with said server to ~~for~~ handle ~~ing~~ a plurality
of predetermined events in said netcentric computing system;

a systems monitoring and tuning tool executable with said server to ~~for~~ monitor
~~ing~~ applications, middleware, databases, networks, said client~~[[s]]~~ and said server~~[[s]]~~;

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a security tool that includes a security application executable with said server to
provide ~~[[s]]~~ security to said netcentric computing system, said security tool configured
to limit access of said client to said server based on role based access control;

a user administration tool executable with said server to for administer ing users
of said netcentric computing system;

a production control application set executable with said server to for schedule ing
and handle ing a plurality of production processes on said netcentric computing system,
said production control application configured to automatically archive a predetermined
set of files; and

a help desk tool including a help application executable with said server to that
provide ~~[[s]]~~ users of applications on said netcentric computing system with assistance,
said help desk tool adapted to measure the performance of support personnel.

20. (Previously Presented) The operations architecture of claim 19, wherein said
predetermined assets is selected from the group consisting of said server, said client, a product

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license information file, a warranty information file, a vendor name file, a logical device
information file and a physical device information file.

21. (Previously Presented) The operations architecture of claim 19, wherein said
system usage levels is selected from the group consisting of server processing usage, server
bandwidth usage, server storage usage and client usage.

22. (Previously Presented) The operations architecture of claim 19, wherein said
predetermined events that said event management tool handles is selected from the group
consisting of disk space indications, central processing unit utilization, database error
indications, network error indications and file and print server indications.

23. (Previously Presented) The operations architecture of claim 19, wherein said
production control application set is selected from the group consisting of a print management

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tool, a file transfer and control tool, a mass storage management tool, a backup and restore tool, a
archiving tool and a system startup and recovery tool.

24. (Previously Presented) A method of providing an operations architecture for a
netcentric computing system including a client and a server, comprising the steps of:

using a software distribution tool for providing automated delivery to, and
installation of, a predetermined application on said server or said client;
managing a plurality of predetermined assets connected with said netcentric
computing system with a configuration and asset management tool;
assisting in the diagnosis and correction of a plurality of system faults in said
netcentric computing system with a fault management and recovery management tool;
monitoring a plurality of predetermined system usage levels in said netcentric
computing system with a capacity planning tool;
monitoring the performance of applications running on said netcentric computing
system with a performance management tool;

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managing and controlling license information for applications running on said

netcentric computing system with a license management tool;

allowing support personnel to take control of said client with a remote

management tool;

handling a plurality of predetermined events in said netcentric computing system

with a event management tool;

monitoring a plurality of computing devices connected with said netcentric

computing system with a systems monitoring and tuning tool;

securing said netcentric computing system with a security tool configured to limit

access to said netcentric computing system based on role based access control;

administering users of said netcentric computing system with a user

administration tool;

scheduling and handling a plurality of production processes on said netcentric

computing system with a production control application set, said production control set

configured to automatically archive a predetermined set of files;

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helping users encountering problems with applications on said netcentric

computing system with a help desk tool; and

monitoring performance of support personnel helping users encountering

problems, said performance being measured by the number of users helped per a time period.

25. (Previously Presented) The method of claim 24, wherein said predetermined assets is selected from the group consisting of said server, said client, a product license information file, a warranty information file, a vendor name file, a logical device information file and a physical device information file.

26. (Previously Presented) The method of claim 24, wherein said system usage levels is selected from the group consisting of server processing usage, server bandwidth usage, server storage usage and client usage.

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27. (Previously Presented) The method of claim 24, wherein said predetermined events that said event management tool handles is selected from the group consisting of disk space indications, central processing unit utilization, database error indications, network error indications, application error indications and file and printer service indications.

28. (Previously Presented) The method of claim 24, wherein said production control application set is selected from the group consisting of a print management tool, a file transfer and control tool, a mass storage management tool, a backup and restore tool, a archiving tool and a system startup and recovery tool.